

WEBMASTER

NATURE OF WORK: Under general supervision performs work of considerable difficulty in managing the County's Internet website; performs related work as assigned.

TYPICAL DUTIES: (Illustrative only)

- develop, deploy, and maintain an Internet infrastructure (hardware, software, policies, and procedures) under the guidance of the County's Web Site Steering Committee;
- perform and coordinate site management activities, ensuring high availability, consistency in site appearance and functionality, ease of use, proper links, access security and conformance to the County's Web Site Steering Committee design guidelines;
- work with County Outreach Coordinator and users to determine departmental web page design/content and to resolve any issues relating to web site capabilities;
- coordinate efforts with domain administrators to ensure web backup/recovery strategy is adequate and performed as required by policy;
- monitor site traffic, performance, and growth of Internet content;
- develop reporting procedures and deliver regular reports to management and the Steering Committee;
- assist with E-commerce planning process;
- recommend and implement infrastructure changes as needed to satisfy service level requirements;
- perform routine monitoring/checks of Internet software, security, procedures, and patches;
- develop and administer security standards and ensure compliance with all copyright and content guidelines as required by relevant laws, policies, and procedures;
- research and evaluate methods to enhance users' productivity and improve functionality of web applications;
- attend job-related training classes/seminars to expand technical knowledge;
- develop process for training/developing "content partners" within the departments. Train identified content owners to use web tools to publish their own documents for subsequent approval;
- maintain and advance the visual and brand identity of the County; assist in the direction for the overall web strategy and vision of Coconino County;
- provide for e-mail support to internal and external users regarding website issues.

KNOWLEDGE, SKILLS AND ABILITIES:

Working knowledge of:

- web languages used to create browser-independent interactive Internet applications;
- web page design and database structure;
- database interface programming languages;
- script writing;
- performance tuning and diagnosing problems of server hardware and software;
- configuring and maintaining servers, networks and security systems relating to web and firewall operations;
- personal computer hardware and software technology, capabilities, and use;
- E-commerce methodologies/strategies.

Some knowledge of:

- County governmental policies, procedures, and practices;
- software design and development tools;

Ability to:

- manage all technical aspects of web site to ensure full and efficient operational performance;
- plan effectively;
- communicate effectively verbally and in writing;
- establish and maintain effective working relationships with employees, other agencies and the public;
- follow written and verbal instructions.

MINIMUM QUALIFICATIONS:

A bachelor's degree in computer science or closely related field and two years of progressively responsible work experience in systems programming; OR any equivalent combination of education, training and experience which demonstrates the ability to perform the duties of the position.

6/00. This position is non exempt from overtime.

Grade **L**